

From: L. A.
To: Microsoft ATR
Date: 1/28/02 8:42pm
Subject: Microsoft Trials

Renata Hesse, Trial Attorney
1/28/02
Suite 1200, Antitrust Division
Department of Justice
601 D Street NW
Washington, DC 20530

Dear Renata Hesse,

Fearing my letter might not reach you in time I decided it might be wise to send an email.

I appreciate this opportunity to speak out, regarding Microsoft. For me, the domination of Microsoft in the software industry has been a disaster. I consider myself an above average computer user, and yet I could not sufficiently combat the tide of instability caused by the poorly written software developed by Microsoft. I have lost countless hours to troubleshooting crashes caused by the companys products. Worst of this breed of overwrought catastrophes is Internet Explorer. Not a day would go by without this application bringing my entire system to a screeching halt. I often wonder what the face of the industry would be had the company not been able to use their monopoly power on the OEMs to muscle Netscape and other competitors out of the picture. A bully is still a bully, at any age. I shudder to think of the consequences of raising a new generations of kids to rely on inferior tools in their own schools, thanks to the marketshare being handed to Microsoft by their own proposed Seattlement. There is just too much complacency, too much power, and too little brains going into the products at Microsoft for the company to justify the monopoly its established by its frequent use of political leverage and scare tactics. But beyond my own animosity for the company, there is a genuine and immediate need for changes in the balance of power in the technology industry. In my opinion, the answerthe only answeris intervention on the part of a higher authority to remove the advantage that has trapped the computing populous in a seemingly endless cycle of unintended brand loyalty.

Thank you for taking the time to read this.

Sincerely.

Laura A. Caigoy
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"Always do right; this will gratify some people and astonish the rest".

Mark Twain

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